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America's Logistics Combat Support Agency

DEFENSE LOGISTICS AGENCY

DLA PQDR PROGRAM STATUS

April 11, 2000
Workshop
Results

DEFENSE LOGISTICS AGENCY

Workshop Purpose

TO REVIEW THE DLA PQDR PROGRAM'S PROCESS FLOW AND IDENTIFY PROGRAM WEAKNESSES

DEFENSE LOGISTICS AGENCY

Objectives

- Determine if current policy and procedures are being followed by reviewing the program process flow
- Agree on what actions should be taken on investigating and responding to PQDRS
- Make recommendations for Program Improvement

Conclusions

- Not all functions are being performed
- Supervisory controls and metrics are lacking
- Training of the workforce is needed
- Current technology not being used to the utmost

DEFENSE LOGISTICS AGENCY

Actions

- Establish Control Points at the ICPs
- Provide training to DLA ICP personnel performing PQDR investigations
- Assure that the Screening Point is a mandatory entry in CDCS
- Explore the use of E-Mail PQDR responses to Screening Points

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Actions

- Look at the Exhibit holding process to assess the number of days needed to hold Exhibits
- DLA/NAVSEA work together on Navy Perspective Briefing
- Form DLSC/ICP/Services IPT to automate PQDR form

DEFENSE LOGISTICS AGENCY

Summary

- We have reviewed the PQDR process and found areas that need major improvement
- We are working towards improving our support to you, our customers

Bottom Line - PQDRs measure customer satisfaction and we must ensure timely and quality responses

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DoD PQDR PROGRAM

DoD PRODUCT QUALITY DEFICIENCY REPORTING (PQDR) PROGRAM

Ken Gibson
DLSC-LES
May 23-24,

DEFENSE LOGISTICS AGENCY

DoD PQDR PROGRAM

CONTENTS

- OBJECTIVE
- BACKGROUND
- PURPOSE OF DoD PQDR PROGRAM
- APPLICABILITY
- CURRENT ACTIVITIES
- PQDR FLOW DIAGRAM
- SUMMARY

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DoD PQDR PROGRAM

OBJECTIVE:

- THE OBJECTIVE OF THIS PRESENTATION IS TO GIVE A GENERAL OVERVIEW OF THE DoD PQDR PROGRAM, APPLICABILITY, AND CURRENT DoD PQDR COMMITTEE ACTIVITIES.

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DoD PQDR PROGRAM

BACKGROUND:

- CFR TITLE 41 ESTABLISHES DISCREPANCY OR DEFICIENCY REPORTING OF DoD OR GSA SHIPMENTS OR MATERIEL.

- DoDD 5000.1 PROVIDES IMPLEMENTING INSTRUCTIONS

- DLAR 4155.24/AR702-7/SECNAVINST 4855.5A/ AFR 74-7, PQDR PROGRAM IMPLEMENTS 5000.1

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DoD PQDR PROGRAM

PURPOSE OF DoD PQDR PROGRAM:

- ESTABLISHES MANDATORY PROCEDURED FOR REPORTING, PROCESSING AND INVESTIGATON OF PQDR CONDITIONS ACROSS COMPONENT LINES.

- APPLIES TO:

.. PRODUCT QUALITY DEFICIENCIES DETECTED ON NEW OR NEWLY REWORKED GOVERNMENT OWNED PRODUCTS OR DO NOT FULFILL EXPECTED PURPOSE.

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DoD PQDR PROGRAM

- **APPLICABILITY:**
  - MANDATORY FOR DLA, MILITARY AND GSA.
  - OTHER USERS:
    - .. NATIONAL SECURITY AGENCY
    - .. NATIONAL IMAGERY AND MAPPING AGENCY
    - .. DEFENSE COMMUNICATIONS AGENCY
    - .. US COAST GUARD
    - .. CONTRACTORS

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DoD PQDR PROGRAM

- CURRENT ACTIVITIES:
  - DoD PQDR COMMITTEE MEETINGS
    -- MAY 27, 1999
    -- SEP 15, 1999
    -- DEC 14, 1999
    -- MAY 25, 2000
  - ANNUAL MEETING HELD BY THE SERVICES
  - CHANGES JOINT PQDR DOCUMENT
    -- REVISED JOINT DIRECTIVE AND STAFFED JOINT DIRECTIVE July 1999
    --- DIRECTIVE & INSTRUCTIONS

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DoD PQDR PROGRAM

- CHANGE TO PQDR DOCUMENT (CONT.)
  --- PQDRs FOR LOCAL PURCHASED ITEMS
  --- REVISED DD FORM 2332

- OTHER CHANGES
  -- REVIEW OF SF 368 CHANGES AND IMPACT

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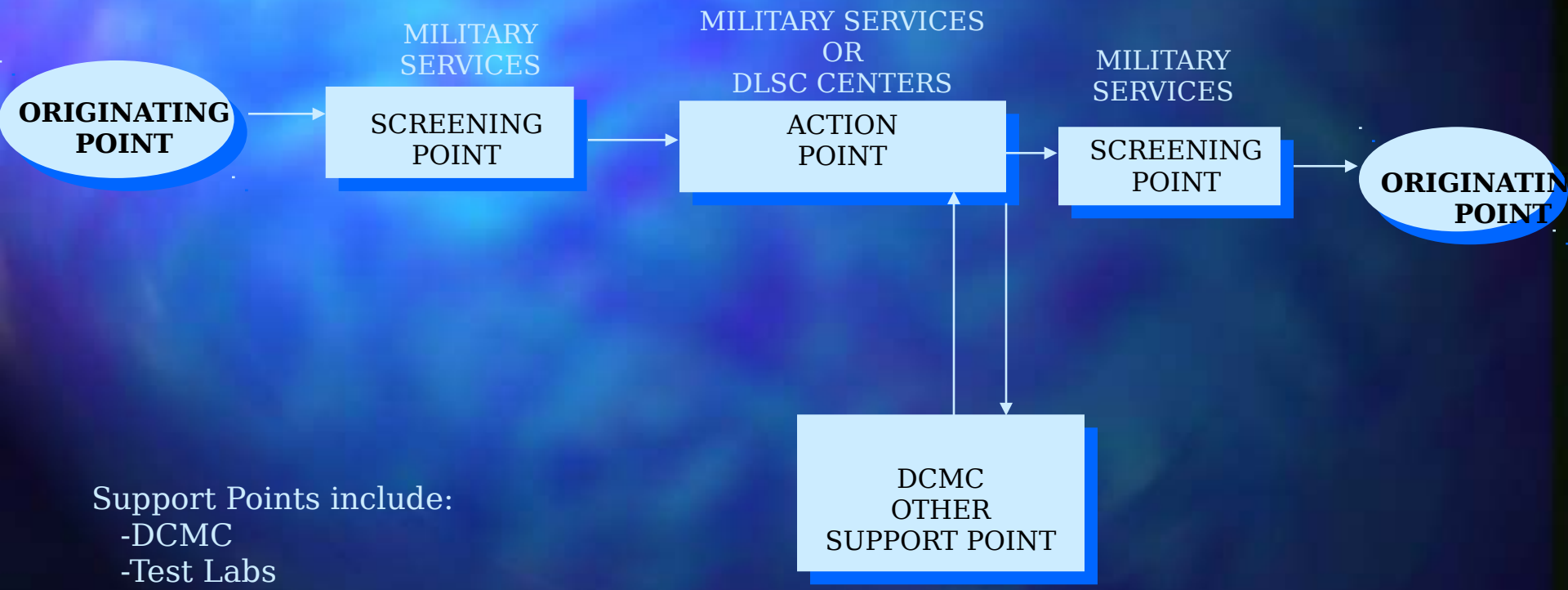
DoD PQDR PROGRAM

PQDR PROCESS FLOW:



Support Points include:
- -DCMC
- -Test Labs
- -Special inspections
- -Procurement Contracting Officer
- -Other

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DoD PQDR PROGRAM

SUMMARY

- THE JOINT DIRECTIVE IS MANDATORY WHEN REPORTING PQDRs ACROSS COMPONENT LINES.
- IT ESTABLISHES MANDATORY PROCEDURES FOR REPORTING, PROCESSING & INVESTIGATING QUALITY DEFICIENCIES.
- THE DOD PQDR COMMITTEE HAS REVISED THE JOINT DIRECTIVE & STAFFED WITH COMPONENTS.

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DLA Product Quality Deficiency Reporting Program

Mr. Larry Clark
DLA PQDR
Program Manager

DEFENSE LOGISTICS AGENCY

Outline

- Customer Bill of Rights
- Review of DLA top 5 Customer PQDRs for 1QFY00
  - DORRA Data
  - Review Questionnaire
  - Results
- Review of Special Attention NSNs
  - Aircraft Launch & Recovery Equipment (ALRE)
  - Aircraft Engines
- Summary

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Customer Bill of Rights

No. 3 – Right Product

Right Product: DLA will provide the right items and services to the warfighter. DLA will meet customer requirements by:

- Ensuring product quality and conformance with customer specifications
- Making sure the right items are available to the customer
- Minimizing and correcting discrepancies and their impact on the customer.

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Summary

- We have reviewed the PQDR process and found areas that need major improvement
- We are working towards improving our support to you, our customers

Bottom Line - PQDRs measure customer satisfaction and we must ensure timely and quality responses

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TACOM
Mobility and Firepower for America's Army

ARMY MATERIEL COMMAND DEFICIENCY REPORTING WEB SITE

DLA Quality Day
24 May 2000

Briefers:
Diann Carran/Quality Assurance Specialist
Ray Rivero/AEPS Webmaster

Tank-automotive & Armaments COMmand

Previous Efforts

- Need for a User Friendly Updated DOD Deficiency Reporting System.
- Need to complete DOD effort to an Army reporting system.
- 1998: Development by Army Electronic Product Support group of a website for reporting of TACOM Product Quality Deficiency Reports (PQDR)
- AEPS proposes expanding to an AMC PQDR website.
- 1999: AMC Chartered PQDR Steering Committee coordinates with AEPS to create new website.

Submission & Database

- Customer submission of reports (PQDR, EIR, and WCA) using mail, fax, email, and non-standard forms:
  - Difficult
  - Delays
  - Lacks visibility of status & progress
- Existing CCSS database is inflexible, labor intensive, & antiquated.

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Prototype AMC Electronic Deficiency Report (EDR) Website

- Automated submission of reports using a web-enabled form.
- Use of AEPS website for single Army entry.
- Capability to interface to existing database.
- Identify proper MSC to automatically route report.
- Automatically captures initial report data and subsequent actions.
- Stores data in a database which allows generation of reports (including trend & management analysis)

WHAT IS AEPS?

ARMY ELECTRONIC PRODUCT SUPPORT

- APPLIES WEB TECHNOLOGY TO AMC LOGISTICS FUNCTIONS
  - Supply, Maintenance, Customer Support
  - Data Transfer, Manipulation, Analysis
- PROVIDES SINGLE ENTRY POINT FOR AMC LOGISTICS INFORMATION
- FACILITATES BUSINESS PROCESS IMPROVEMENT AND B REENGINEERING

Army Electronic Product Support

Single Point of Entry

Answer

Request

Primary Domain Controller Server

Bottom Line:
"… the underlying structure and connections will be transparent to the user…"

OSC | CECOM | SBCCOM | TACOM | AMCOM | LOGSA | STRICOM

Server

CCSS | CCSS | CCSS | CCSS | CCSS | LIDB | CCSS

JCALS | JCALS | JCALS | JCALS | JCALS | JCALS | JCALS

JEDMICS | JEDMICS | JEDMICS | JEDMICS | JEDMICS | JEDMICS | JEDMICS

Other | Other | Other | Other | Other | Other | Other

Virtual Databases

Committed to Excellence

DEFENSE LOGISTICS AGENCY

OSC
- FMSA
- AFSC
- Item Manager Look-Up
- Materiel Release
- Total Package Fielding
- MMIS
- War Reserve Battle Books
- LAR Reports
- LAR Locator
- CDE Go to War Program

Maintenance Manager
- GPM
- SOUM
- MAM's
- Materiel Release
- Total Package Fielding
- MMIS
- ETM's
- War Reserve Battle Books
- MMIS
- AFSC

MWO Application Team
- MMIS
- Shipment Status
- BCT
- Item Manager Look-Up

PM/DA/AMC
- Materiel Release Site
- Total Package Fielding

AMC MSC
Total Package Fielding Team
- TPF Reports
- Materiel Release
- Shipment Status
- Item Manager Look-Up
- Transportation

AMC MSC's

LAR's
- LAR Reporting Network
- LAR Locator
- Item Manager Look-up
- Shipment Status
- MWO's
- SOUM's
- GPMS's
- MAM's
- Weapon System Training
- MMIS
- Radiation Safety Training

Supply Managers
- myNSN
- BCT
- War Reserve Battle Books
- MMIS
- PQDR
- SDR
- Transportation
- Dormant Stock
- Materiel Release Site
- Demil Code Review
- Log Ops Budget
- Packaging

MSC Readiness Analyst
- LAR Reporting Network
- LAR Locator
- LAO Reports
- FMSA
- AFSC
- Item Manager Look-Up

AMC Retail Supply
- Requisitioning
- Item Manager Look-Up
- PQDR
- SDR

FORSCOM ODCSLOG
- FMSA
- Materiel Release
- Total Package Fielding
- MMIS
- Battle Books

Division
- FMSA
- LAR Locator
- Item Manager Look-Up
- Shipment Status
- Materiel Release
- TPF
- AFSC
- War Reserve Battle Books
- PQDR
- SDR
- myNSN (ABEWS)

Motor Pool
- Shipment Status
- MMIS
- SOUM's
- GPMS's
- MAM's
- LAR Locator
- Weapon System Training
- Materiel Release
- Packaging

Unit Supply/ Maintenance
- LAR Look-Up
- Demil Instructions
- AFSC
- MMIS
- Item Manager Look-Up
- BCT
- Requisition
- PQDR
- SDR
- Loans
- Weapon System Training
- TPF Reports
- Materiel Release
- Radiation Safety Training

Army Field Soldiers

DA/AMC Staff
- Materiel Release
- Total Package Fielding
- War Reserve Battle Books
- Item Manager Look-Up
- Dormant Stock
- LAR Reports
- LAR Locator
- AFSC
- MMIS
- BCT
- Log Ops Budget

DA FISO
- BCT
- War Reserve Battle Books
- MMIS

Contractors
- Focused Sustainment (TACOM On
- Park Service Avalanche Control
- SDR's
- PQDR's
- Loans
- Requisitioning
- Transportation
- Packaging
- Demil Instructions
- Item Manager Look-Up

The AEPS Vision

AEPS will be the tool desired by AMC logistics functionals, contractors and the field to accomplish their day to day tasks.

They will use AEPS as:

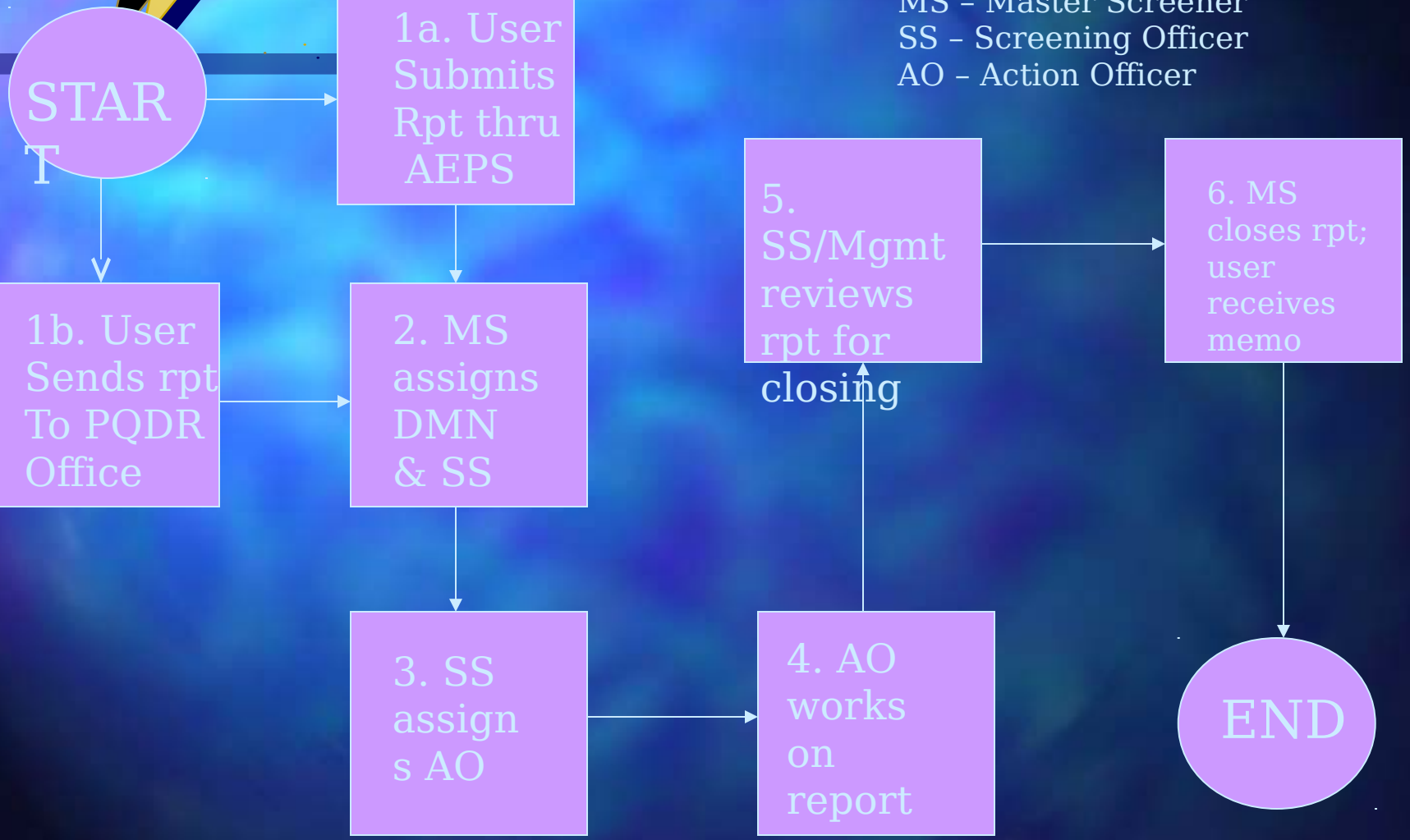
- Their Common Operating Environment
- Their Single Connecting Point for AMC Logistics
- Their Tool to Interface with appropriate data bases containing primary data

AEPS EDR System

- Introduction
- User Submission
- Administration Area
- Screening Process Area
- Action Officer Area
- Electronic Deficiency Report Closeouts
- Management Reporting (Trend analysis, etc)

General AEPS EDR Process

DMN – Document Mgmt Number
MS – Master Screener
SS – Screening Officer
AO – Action Officer


START
1a. User Submits Rpt thru AEPS
1b. User Sends rpt To PQDR Office
2. MS assigns DMN & SS
3. SS assigns AO
4. AO works on report
5. SS/Mgmt reviews rpt for closing
6. MS closes rpt; user receives memo
END

User Submission Area

- Submit New Report
- Review Report Status
- LAR QIF Verification
- Customer Survey

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Evaluation Area

- Roles
- Administration
- Search for Reports
- Viewing Reports
- Deleting Reports

Entering New Reports

- Submission through AEPS
- Submission through non-Internet methods

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Processing the Report

- MSC Screener assigns a Document Management Number
- MSC assigns a Screening/Action Officer
- Action Officer Investigation
- Review Report for Closeout
- Closeout report

Management Reporting

- Tailored Reports
- Review and Analysis Reports
- Trend and Tally Reports
- General and Detailed Report

Benefits to DLA/DCMA

- Single Entry Point for Reporting Deficient Army Managed Materiel
- System routing to the Appropriate Screening Point
- Immediate Acknowledgement of System Acceptance of the Deficiency Report
- System Generates the the name, address, phone, & email of the POC Investigating the Deficiency
- Ability to Check the Status of Deficiency Investigation

DEFENSE LOGISTICS AGENCY

Points of Contacts

- AEPS Web Site (Password required)
- http://aeps.ria.army.mil
- AMC PQDR Steering Committee
  - Steve Goldstein - AMC Rep - DSN 797-9623
    - email - sgoldstein@hqamc.army.mil
  - Chris Turner - Chair - DSN 786-5422
    - email - turnerc@tacom.army.mil
  - Diann Carran - Briefer - DSN 793-7603
    - email - carrand@ria.army.mil
  - Ken Gibson - DLA Rep. - DSN 497-2631
    - email - ken_gibson@hq.dla.mil
- Ray Rivero - AEPS Web-Master - DSN 793-0042
  - email - riveror@ria.army.mil

DLA Products and Services: Department of Navy Perspective

Presented by:
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24 May 2000

DEFENSE LOGISTICS AGENCY

Overview

- Product Quality Deficiency Reports
- PQDR High Hit NSNs
  - Navy
  - Marine Corps
- Receipt Inspection Defect Rates
  - Items Identified to DLA Contracts
  - 9-cog DLA items (contract Unknown)
  - Overall defect rates for DLA managed material
- Receipt Inspection High Hit NSNs
- Defect rates by Contract year
- Defect Rates by Contract Year by Defense Supply Centers
- Issues and Recommendations
- Conclusions

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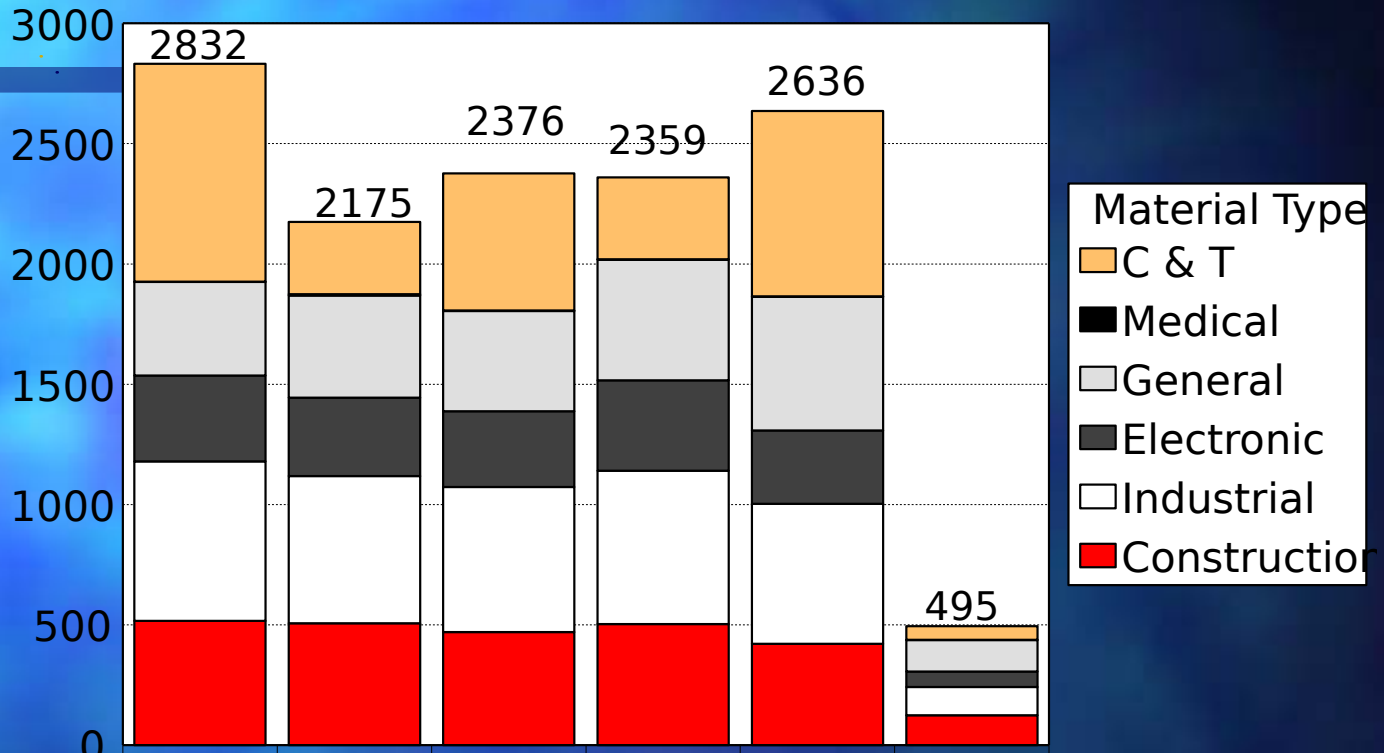
Navy PQDRs on DLA material



	1995	1996	1997	1998	1999	2000 *
C & T	905	301	569	339	771	57
Medical	2	5	2	2	2	1
General	389	425	417	502	555	131
Electronic	357	326	315	375	305	64
Industrial	662	611	603	638	582	118
Construction	517	507	470	503	421	124

Based on Date Deficiency Discovered - * Data Date 5 May 2000

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PQDR High Hit NSNs (Overall)

Rank	COG	NSN	Occurrences*
1.	9D	8405-01-458-5545	43
	Shirt, Utility	SOS: S9T	$13.35/EA
2.	9D	8405-01-458-5543	37
	Shirt, Utility	SOS: S9T	$13.35/EA
3.	9D	8405-01-458-5112	27
	Shirt, Utility	SOS: S9T	$13.35/EA
4.	9G	3110-00-725-2511	25
	Bearing, Ball, Annular	SOS: S9G	$91.25/EA
5.	9D	8405-01-458-5542	20
	Shirt, Utility	SOS: S9T	$13.35/EA

* QDR preparation date > 1 Jan 1999

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PQDR High Hit NSNs (Overall
(Continued)

Rank	COG	NSN	Occurrences*
6.	9G	4010-01-309-7439	17
	Wire Rope Assembly, Single Leg SOS: S9G $3258.96/AY		
7.	9Z	4210-01-147-1091	16
	Extinguisher, Fire, Foam SOS: S9I $133.27/EA		
8.	9D	8405-01-457-2210	16
	Shirt, Utility SOS: S9T $!7.25/EA		
9.	9D	8405-01-457-6937	13
	Trousers, Utility SOS: S9T $17.25/EA		
10.	9Z	5330-00-612-6132	13
	Seal Ring SOS: S9I $75.25/EA		

* QDR preparation date > 1 Jan 1999

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PQDR High Hit NSNs (Hardware)

Rank	COG	NSN	Occurrences*
1.	9G	3110-00-725-2511	25
	Bearing, Ball, Annular SOS: S9G $91.25/EA		
2.	9Z	4210-01-147-1091	16
	Extinguisher, Fire, Foam SOS: S9I $133.27/EA		
3.	9Z	5330-00-612-6132	13
	Seal Ring SOS: S9I $75.25/EA		
4.	9Z	5310-01-286-7189	12
	Nut, Self-Locking, Hexagon SOS: S9I $0.68/EA		
5.	9Z	5330-00-933-1562	12
	Packing, Preformed SOS: S9I $21.93/EA		

* QDR preparation date > 1 Jan 1999

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PQDR High Hit NSNs (Hardware) (Continued)

Rank	COG	NSN	Occurrences*
6.	9G	3110-00-801-7718	11
	Bearing, Ball, Annular SOS: S9G $158.94/EA		
7.	9Z	5310-01-082-5343	10
	Nut, Plain, Hexagon SOS: S9I $0.36/EA		
8.	9N	5960-01-184-3229	10
	Electron Tube SOS: S9E $7083.39/EA		
9.	9Z	5330-01-205-9216	10
	Gasket SOS: S9I $23.17/EA		
10.	9N	5945-01-428-7099	10
	Relay, Electromagnetic SOS: S9E $994.28/EA		
11.	9N	5960-01-299-4566	10
	Electron Tube SOS: S9E $2847.50/EA		

* QDR preparation date > 1 Jan 1999

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PQDR High Hit NSNs (Marine Corps

Rank	SOS	NSN	Occurrences*
1.	S9T	8410-01-279-4473	124
	Cap, Service	$60.60/EA	
2.	S9C	1005-00-716-1302	110
	Lock, Breech, Machine Gun	$9.34/EA	
3.	S9T	8410-01-101-3570	77
	Cap, Dress	$56.80/EA	
4.	S9T	8410-01-411-7124	63
	Shirt, Woman's	$19.45/EA	
5.	S9T	8410-01-411-5774	63
	Shirt, Woman's	$17.80/EA	

* QDR preparation date > 1 Jan 1999

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PQDR High Hit NSNs (Marine Corps) (Continued)

Rank	SOS	NSN	Occurrences*
6.	S9T	8410-01-150-8390	37
	Coat, All-Weather	$90.30/EA	
7.	S9C	4820-01-079-3320	27
	Diaphragm, Valve, Flat	$7.45/EA	
8.	S9C	2530-01-214-1114	25
	Idler Assembly	$1.00/EA	
9.	S9I	5310-00-176-6267	24
	Nut, Self-Locking, Hexagon	$4.21/EA	
10.	S9T	8415-01-390-8544	17
	Coat, Camouflage Pattern	$26.80/EA	

* QDR preparation date > 1 Jan 1999

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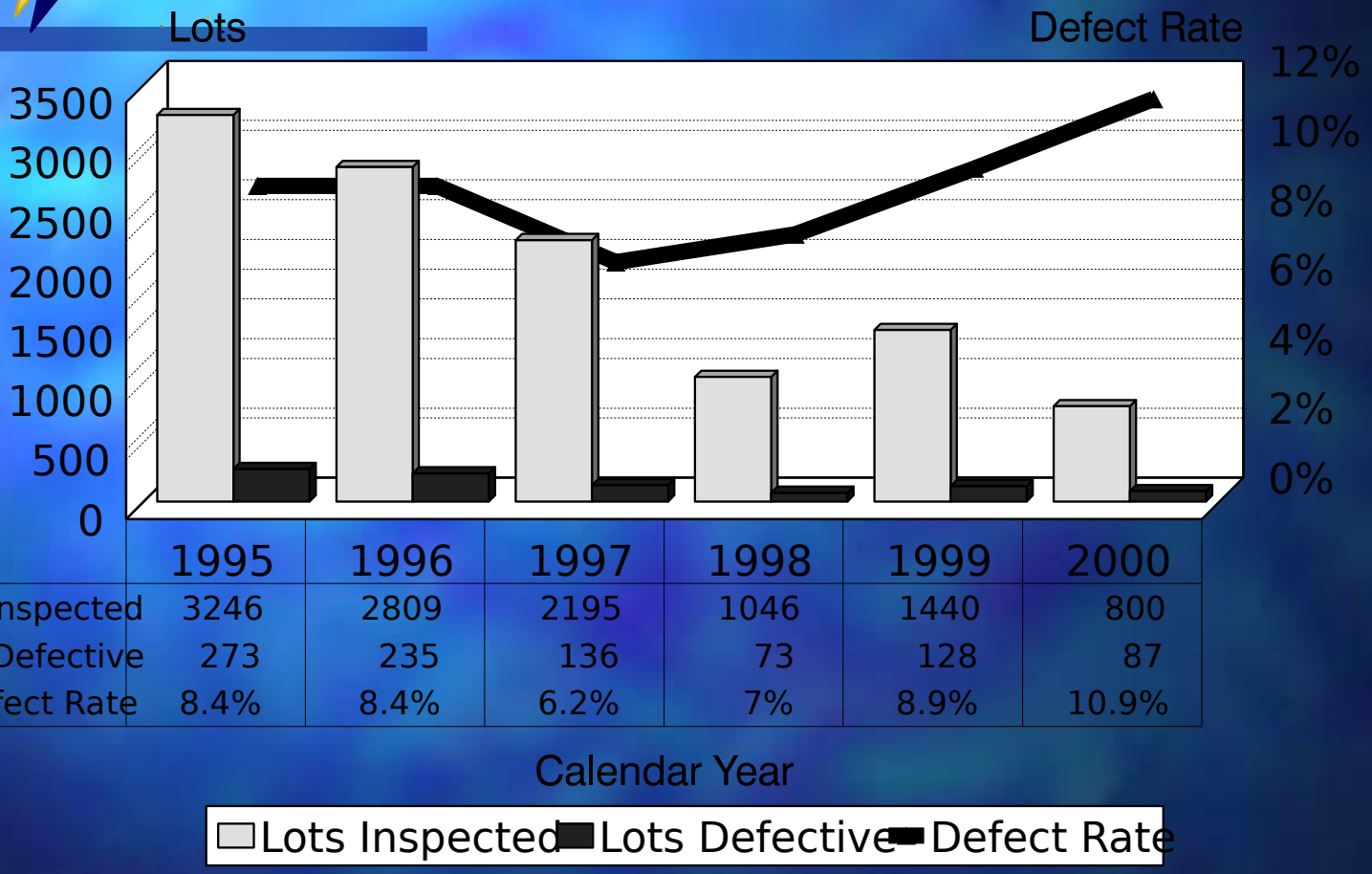
Receipt Inspection Defect Rates

Items Identified to DLA Contra



	1995	1996	1997	1998	1999	2000
Lots Inspected	3246	2809	2195	1046	1440	800
Lots Defective	273	235	136	73	128	87
Defect Rate	8.4%	8.4%	6.2%	7%	8.9%	10.9%

Based on NAVSEA receipt inspection data
[* Inspection date through 1 May 2000]

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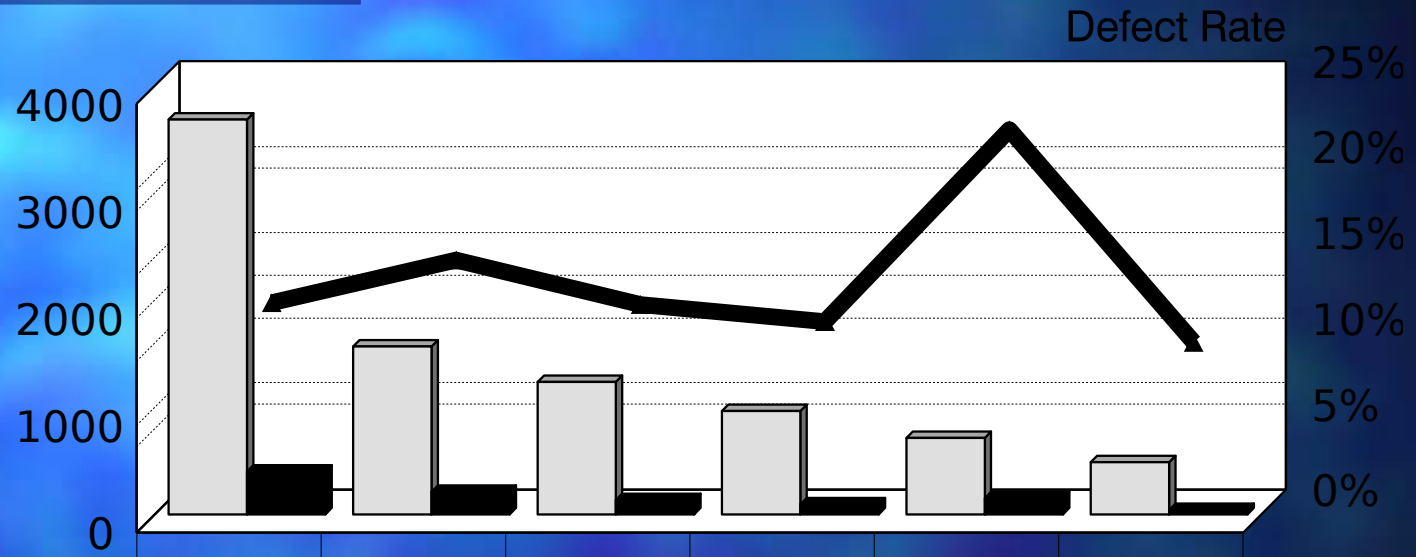
Receipt Inspection Defect Rates

DLA-managed items received without Contract Identificatic



	1995	1996	1997	1998	1999	2000 *
Lots Inspected	3684	1567	1237	964	713	487
Lots Defective	400	210	134	94	150	42
Defect Rate	10.9%	13.4%	10.8%	9.8%	21%	8.6%

Based on NAVSEA receipt inspection data
[* Inspection date through 1 May 2000]

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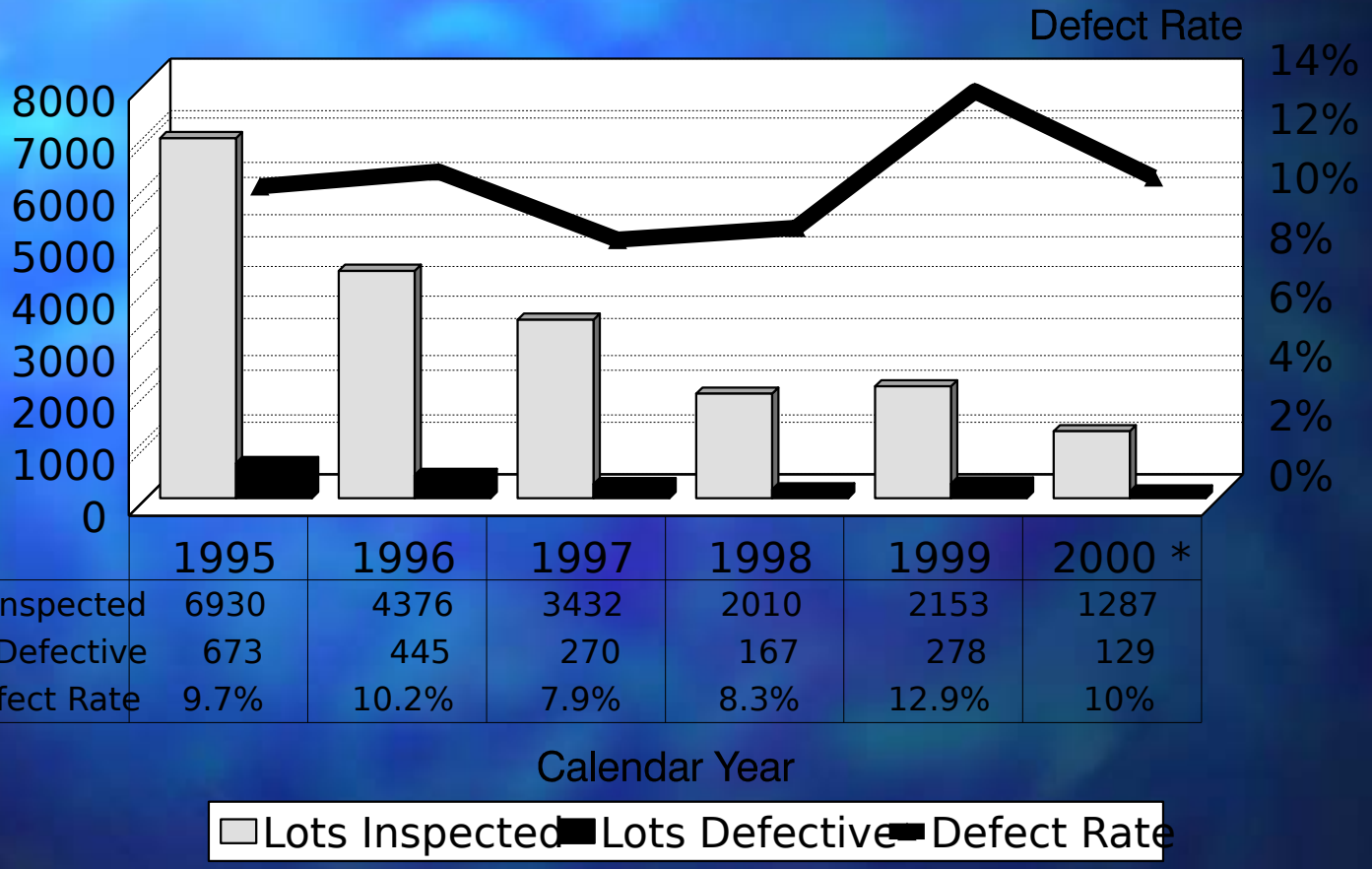
Receipt Inspection Defect Rates

DLA-Managed Items (Overall)

Includes DLA Purchases plus Items without Contract ID



	1995	1996	1997	1998	1999	2000 *
Lots Inspected	6930	4376	3432	2010	2153	1287
Lots Defective	673	445	270	167	278	129
Defect Rate	9.7%	10.2%	7.9%	8.3%	12.9%	10%

Based on NAVSEA receipt inspection data

[* Inspection date through 1 May 2000]

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Receipt Inspection HIGH HIT NSNs

Rank	COG	NSN	Defect Rate	Lots insp	Lots Def
1.	9C	4730-00-542-5308	100%	6	6
	Reducer, Pipe SOS: S9C $1.40/EA				
2.	9C	4710-00-961-9173	100%	9	9
	Pipe, Metallic SOS: S9C $1.43/FT				
3.	9Z	5330-00-933-1562	100%	5	5
	Packing, Preformed SOS: S9I $21.93/EA				
4.	9Z	4730-00-408-7918	100%	5	5
	Adapter, Straight, Pipe to Tube SOS: S9C $9.08/EA				
5.	9Z	5331-01-271-5186	100%	6	6
	O-ring SOS: S9I $1.97/EA				

Based on 3440 lots inspected since 1 January 1999

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Receipt Inspection HIGH HIT NSNs (Continued)

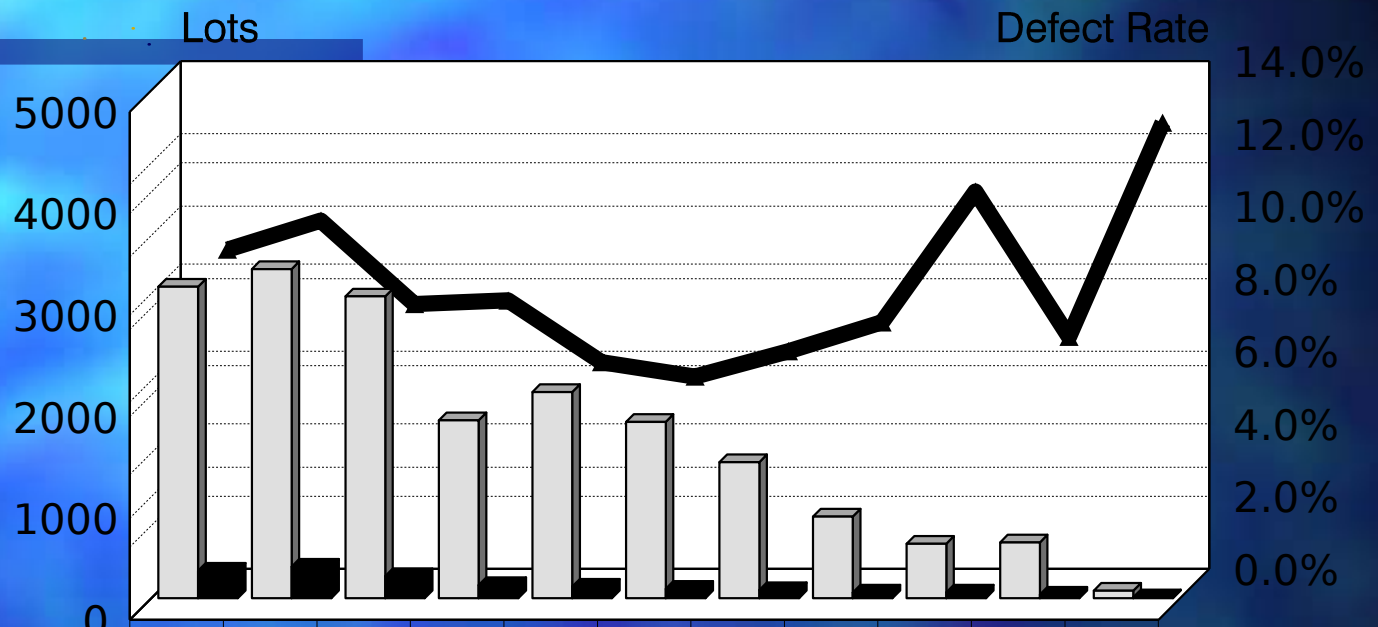
Rank	COG	NSN	Defect Rate	Lots Insp	Lots Def
6.	9Z	5310-01-286-7189	83.3%	6	5
	Nut, Self-locking, Hexagon SOS: S9I $0.68/EA				
7.	9Z	5305-00-050-4212	80%	5	4
	Screw, Cap, Hexagon Head SOS: S9I $0.55/EA				
8.	9Z	5310-01-082-5343	75%	12	9
	Nut, Plain, Hexagon SOS: S9I $0.36/EA				
9.	9C	4730-00-542-5112	66.7%	6	4
	Coupling, Pipe SOS: S9C $77.86/EA				
10.	9C	4730-01-013-9785	66.7%	6	4
	Reducer, Pipe SOS: S9C $4.07/EA				

Based on 3440 lots inspected since 1 January 1999

DEFENSE LOGISTICS AGENCY

DLA Defect Rates by Contract Year

Items Identified to DLA Contracts



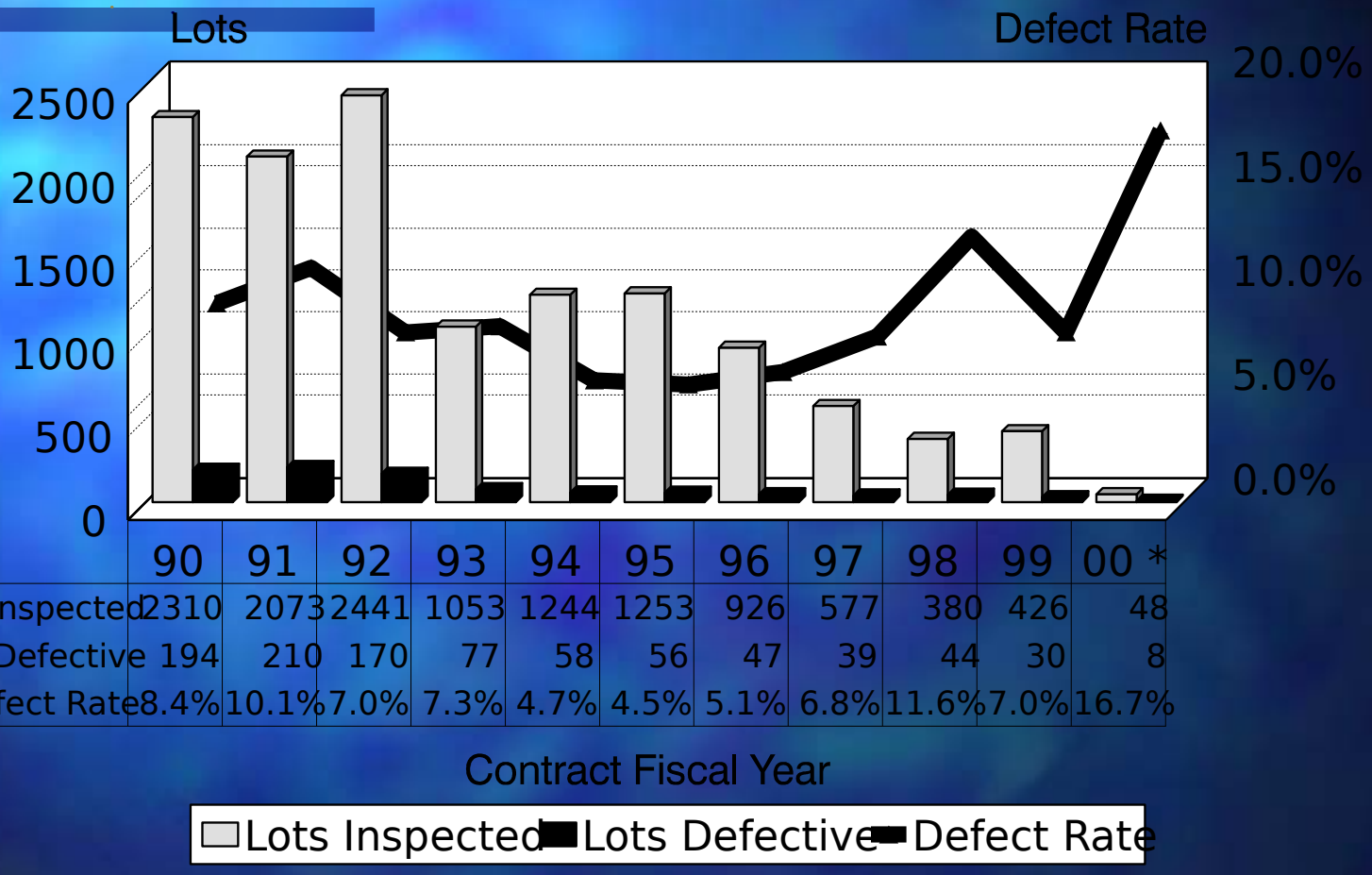
	90	91	92	93	94	95	96	97	98	99	00 *
Lots Inspected	3067	3239	2970	1750	2029	1735	1339	803	536	548	73
Lots Defective	270	310	217	129	115	92	80	55	56	35	9
Defect Rate	8.8%	9.6%	7.3%	7.4%	5.7%	5.3%	6.0%	6.8%	10.4%	6.4%	12.3%

Based on NAVSEA receipt inspection data
[* Inspection date 1 Jan 1990 through 1 May 2000]

DEFENSE LOGISTICS AGENCY

Defect Rates by Contract Year

Defense Supply Center Philadelph



	90	91	92	93	94	95	96	97	98	99	00 *
Lots Inspected	2310	2073	2441	1053	1244	1253	926	577	380	426	48
Lots Defective	194	210	170	77	58	56	47	39	44	30	8
Defect Rate	8.4%	10.1%	7.0%	7.3%	4.7%	4.5%	5.1%	6.8%	11.6%	7.0%	16.7%

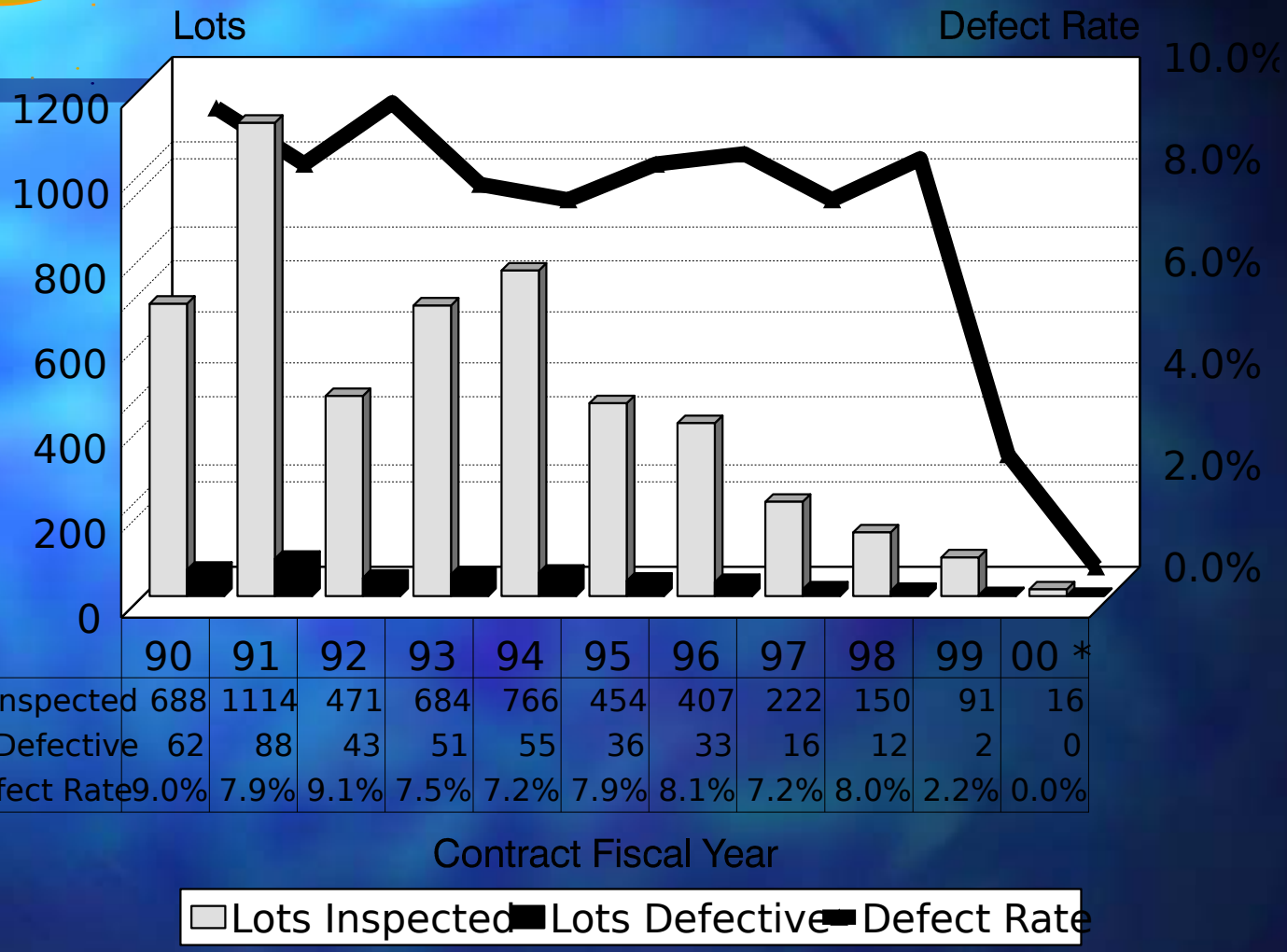
Based on NAVSEA receipt inspection data

* [Inspection date 1 Jan 1990 through 1 May 2000]

DEFENSE LOGISTICS AGENCY

Defect Rates by Contract Year

Defense Supply Center Columbus



	90	91	92	93	94	95	96	97	98	99	00 *
Lots Inspected	688	1114	471	684	766	454	407	222	150	91	16
Lots Defective	62	88	43	51	55	36	33	16	12	2	0
Defect Rate	9.0%	7.9%	9.1%	7.5%	7.2%	7.9%	8.1%	7.2%	8.0%	2.2%	0.0%

Based on NAVSEA receipt inspection data

[* Inspection date 1 Jan 1990 through 1 May 2000)

DEFENSE LOGISTICS AGENCY

Issues and Recommendations

- CWPWP
  - Continues to work on Navy/DLA Supply Issues
  - We welcome the DLA Supply Center support
- PQDR
  - Numbers for 2000 seem to be improving.
  - Still too many recurring PQDRs.
- Defect Rates
  - Most recent data continues to show cause for concern.
    - Defect rates on contracts issued in past 18 months (contract year “99” and “00”) are increasing.
    - Defect rates on Contract “Unknown” material are up sharply on material received in 1999.
  - Navy will continue to monitor DLA as a supplier.

Conclusions

- Work still needs to be done on improving quality of Supply System material. Overall there seems to be little evidence of continuous improvement.
- We still need to work together on improving quality of data and data sharing techniques. We also should team in evaluating data. We need to ensure data is interpreted correctly.
- The Department of the Navy welcomes opportunity to work with DLA on problem solving teams.
- Don’t lose sight of our customer, the warfighter. He or she is deserving of the best that we can provide. We certainly can do better.

USAF Deficiency Reporting and Investigating System-GO21

Customer Feedback Process

Rich Kemp, AFMC/ENPM

DSN 787-6021,
Richard.Kemp@wpafb.af.mil

DEFENSE LOGISTICS AGENCY

Customer Feedback Process

- Overview
- Categories and ratings
- Providing Feedback
- Reviewing Feedback
- Summary

DEFENSE LOGISTICS AGENCY

Overview

- The GO21 feedback process is intended to give the originator of a DR in the GO21 database the opportunity to give feedback on the DR process.
- In order to provide feedback on a DR, its corresponding GO21 record must have a DR/MIP STATUS (I530) of "closed". The GO21 record must also have been closed for not more than 45 calendar days. If the DR satisfies these criteria and you have the accession number of the DR on which you wish to give feedback, you are ready to provide feedback.
- Originators are notified by email when a record they have submitted has been closed and thus feedback can be submitted.

DEFENSE LOGISTICS AGENCY

Categories and Ratings

- Categories of Ratings:
  - Status Updates
  - Disposition Instructions
  - Results of Investigations
  - Corrective Actions
  - Timelines
- Ratings
  - 1 = Highly Satisfied
  - 2 = Satisfied
  - 3 = Somewhat Satisfied
  - 4 = Somewhat Dissatisfied
  - 5 = Dissatisfied
  - 6 = Highly Dissatisfied

Providing Feedback

- Originating point access to GO21 allows input of feedback data
- Currently can use EDOC or Screens
- Email and WEB Feedback submission in the works

DEFENSE LOGISTICS AGENCY

Providing Feedback

GO21 Feedback

This proc is intended to give the originator the opportunity to rate his/her satisfaction with the resolution of a PQDR that has been closed.

Performance satisfaction is rated using the following scale:

1 = Highly Satisfied	4 = Somewhat Dissatisfied
2 = Satisfied	5 = Dissatisfied
3 = Somewhat Satisfied	6 = Highly Dissatisfied

- Comments are required if you rate your satisfaction with any of the are at 3 or below.
- Changes to existing feedback records will not be permitted.
- Feedback can only be provided if the PQDR has been closed within the 45 days.

Enter accession number (Q to quit):

DEFENSE LOGISTICS AGENCY

Providing Feedback

```
@>>I2      *ACCESSION NUMBER                                  : 490297
@>>I3      *DATE                                    <DATE>  : 1999-0
@>>F10      *STATUS UPDATES                         <INTG> ::
@>>F110      *STATUS UPDATE COMMENTS               <CHAR> ::
@>>F20      *DISPOSITION INSTRUCTIONS               <INTG> ::
@>>F120      *DISPOSITION INST COMMENTS            <CHAR> ::
@>>F30      *RESULTS OF INVESTIGATIONS             <INTG> ::
@>>F130      *RESULT OF INVEST COMMENTS           <CHAR> ::
@>>F40      *CORRECTIVE ACTIONS                    <INTG> ::
@>>F140      *CORRECTIVE ACTION COMMENTS <CHAR> ::
@>>F50      *TIMELINESS                              <INTG> ::
@>>F150      *TIMELINESS COMMENTS                  <CHAR> ::
@>>F100      *COMMENTS                             <CHAR> ::
```

DEFENSE LOGISTICS AGENCY

Reviewing Feedback

GO21 FEEDBACK INQUIRY Sep 28, 1999

Following OPTIONS are available to retrieve the FEEDBACK RECORDS.
You may select any one or all of the options as your search criteria.

If you select ACCESSION NUMBER then other options are not required.

Accession Number	
File Number	QAS Code
Type Code	MIP Number
MIP Status	DR/MIP Close Date
Command Code	QA/Equipment Specialist Code

Enter ACCESSION NUMBER (I2) .....->
Enter FILE NUMBER (I1) .....->
Enter QAS CODE (I470) .....->
Enter TYPE CODE (I550) .....->
Enter MIP NUMBER (I480) .....->
Enter MIP STATUS (I530) .....->
Enter DR/MIP CLOSE DATE(I1330) in YYYYMMDD format ->
Enter COMMAND CODE (I370) .....->
Enter QA/EQUIP CODE (I460) .....->
Enter C to continue or Q to Quit->

DEFENSE LOGISTICS AGENCY

Reviewing Feedback

Your search has found 9 records

ACCESSION NUMBER	QAS CD	MIP NUMBER	DR/MIP STATUS	PROJ SRC	DR/MIP CL DATE	MAJ CD	QA/EQ CD	FILE NUM
461257	7B	SAPRS 98-0068	CLOSED A	MDR	19990909	0J	LPFCA	5
497641	E		CLOSED	QDR	19990927	0J	LDCQ-1	5
495796			CLOSED	WDR	19990922	0J	LDE	5
476768	7B	SAPRS 99-0021	CLOSED A	MDR	19990908	0J	LPFCA	5
487172	RF		OPEN		19990921		LFTE	5
496454	E		CLOSED	QDR	19990913	4Z	LDCQ-1	5
496105	62		CLOSED		19990908	0J	LPFBB	5
496106	66		CLOSED		19990908	0J	LPFBB	5
496107	66		CLOSED		19990908	0J	LPFBB	5

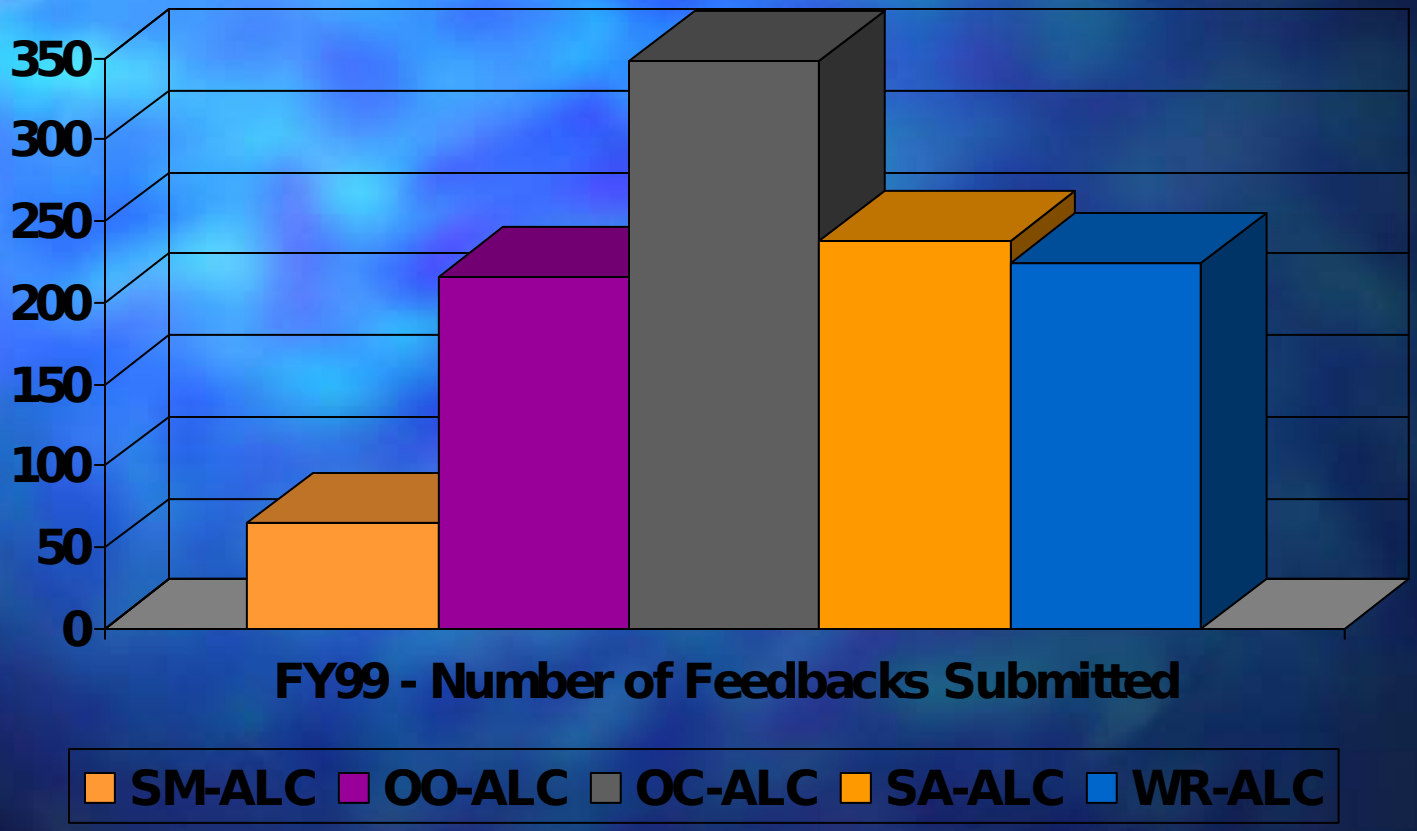
STAT-UPD	DISPOS-INST	INVEST-RESULT	CORR-ACTION	TIMELINESS	AVG-RATING
2	1	2	2	2	1.80
1	1	1	1	1	1.00
1	1	1	1	1	1.00
2	1	1	1	2	1.40
2	2	1	2	2	1.80
1	5	6	6	1	3.80
1	1	1	1	1	1.00
1	1	1	1	1	1.00
1	1	1	1	1	1.00

Average Feedback Status for this option are:

1.33	1.56	1.67	1.78	1.33

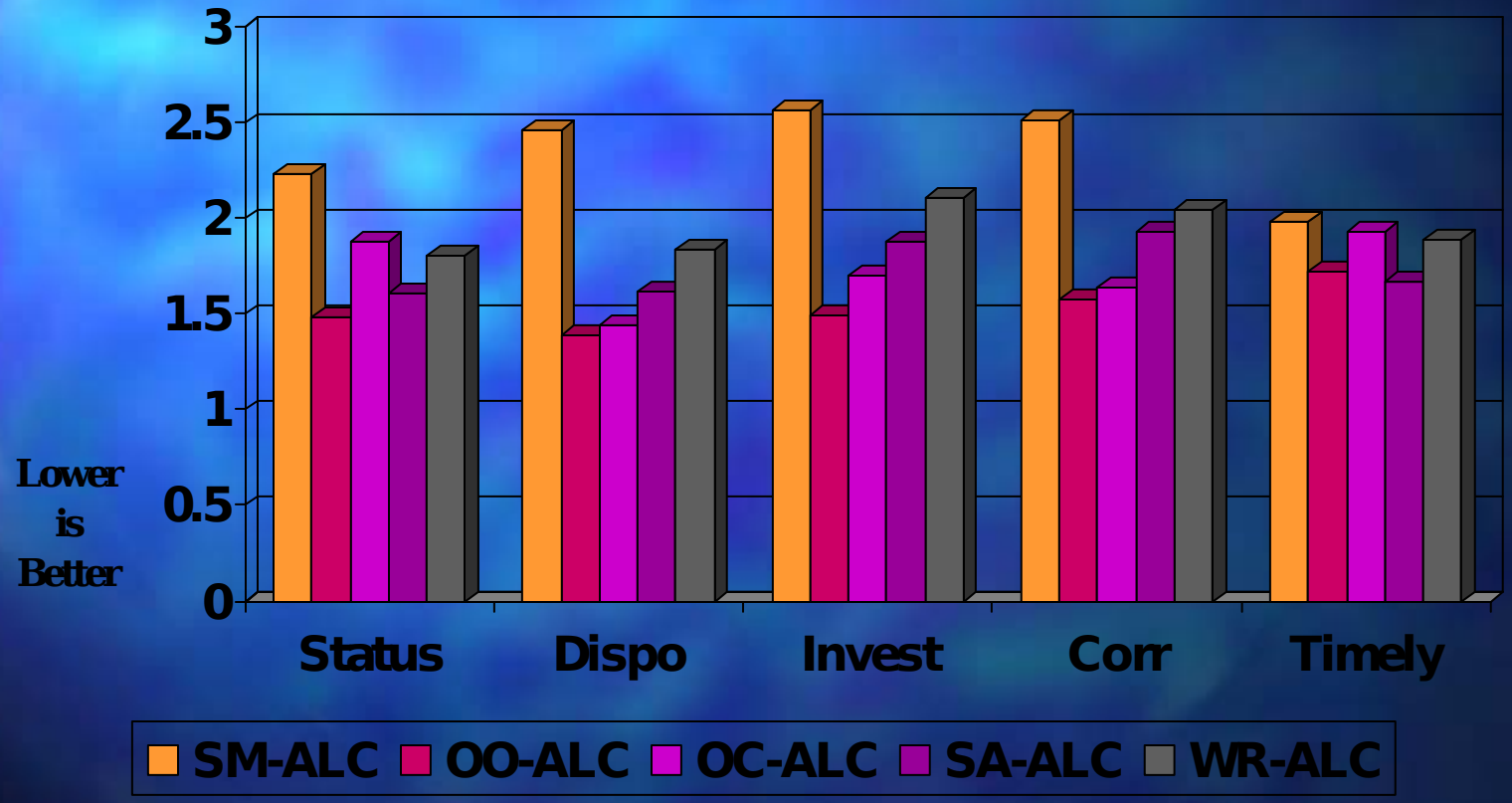
DEFENSE LOGISTICS AGENCY

Feedback FY99



DEFENSE LOGISTICS AGENCY

Feedback FY99



DEFENSE LOGISTICS AGENCY

Feedback FY99

Results of Invest. Comment:: The very proactive stance taken by the QA investigator was refreshing.
He was open to and is apparently implementing our suggestions to improve the production process.
Its a good thing since he has been frustrated by high failure rates.
Corrective Actions Comment:: We appreciate the implementation of our suggestions.
Timeliness Comment :: One phonecall got the ball rolling. The only problem seems to have been
a gap of over a week for the QA guy to get the deficiency report from his SPOCO.
Disposition Inst. Comment:: While we realize that there is turmoil in the moving of an asset
from one ALC to another, that should not be an excuse for foregoing an investigation into
the reliability of it.
Results of Invest. Comment:: There was none. This item is experiencing chronic failures to
the relays that begs attention. It was brought up at the last PWIG. Yet the opportunity to
investigate it is persistently lost. We hope the next ALC will be more proactive.

Summary

- The DR Process is a user feedback process.
- The GO21 Feedback process gives you an opportunity to improve the process--Use It!

DCMA DEFICIENCY REPORTING WHAT'S NEW?

Presented By:

JOHN CHILDERS, DCMA-OCT

Date 24 MAY 00

DEFENSE LOGISTICS AGENCY

CHANGE IS COMING

- Changes to PQDR ONE BOOK Chapter
- Changes to way PQDR Data is collected
- Changes to way PQDR process is managed
- DCMA is working to improve PQDR Customer Service

DEFENSE LOGISTICS AGENCY

PQDR One Book Changes

- PQDR guidance is being updated
- PQDR process will be integrated into Supplier Quality
  - PQDR feedback is vital to entire quality system
  - field will be able to find complete guidance in one chapter
  - Importance of PQDR process to customer reinforced

DEFENSE LOGISTICS AGENCY

PQDR Data Collection

- Need new method for management of PQDR data
  - Present system (MOCAS) being phased out
  - Recent events have shown our PQDR data does not always match customers
  - Often quality problems cross component lines
  - To get true picture must go to all component data bases
  - Need one DoD data base for Deficiency Reports

PQDR Data Collection (cont.)

- DCMA is looking at using Navy PDREP system
  - Navy and Marine Corp using now with good results
  - DLA transitioning to PDREP
  - DCMA is working with Navy on requirements and costs
  - If plan approved, DCMA will start using PDREP in FY01
  - Ultimate goal is still one joint DoD PQDR system

DEFENSE LOGISTICS AGENCY

PQDR Data Management

- PDREP system will make it easier to query data base
- Data can be “sliced and diced” in any number of ways
- DCMA Districts and Area offices can customize reports and track trends
- PQDR process will be managed for the customer

DEFENSE LOGISTICS AGENCY

Improve PQDR Customer Service

- DCMA realizes how important PQDR resolution is to our customers
- We are constantly trying to improve the process
- Up coming changes will improve PQDR Customer Service

DEFENSE REUTILIZATION AND MARKETING SERVICE

DRMS

SAFETY ALERT LATENT DEFECT PROGRAM

SALD

Preventing Defective or Non-Conforming Property from entering the supply system.

Weldon T Nock
DRMS-NF 05/23-

DEFENSE LOGISTICS AGENCY

SALD PROGRAM

SALD Alert

VIA E-MAIL
GIDEP
PQDR

SALD Program Manager

PROCESS THE ALERT
DATA BASE QUERIES
NOTIFY FIELD
ACTIVITIES
FREEZE

Field Activities

IDENTIFY
TAG/FREEZE
DISPOSED

DRMO Self-Assessme

PROGRAM
VERIFICATIO
N

DEFENSE LOGISTICS AGENCY

SALD PROGRAM MANAGER

- PROCESS THE ELECTRONIC MESSAGES
- PERFORM PROPERTY DATABASE QUERIES UTILIZING THE DRMS' WEB-SITE
- NOTIFING THE FIELD ACTIVITIVES
- PROVIDES GUIDANCE

DEFENSE LOGISTICS AGENCY

SAFETY ALERT

1005 00 7161302 lock, breech, machine gun
SALD: B DATE ENTERED FILE: 9/99
GIDEP FICHE: CONTRAC NO: SPO750-97-J444
PART NUMBER (1) 7161302 FAILURE MODE
NONCONFORMING MATERIAL
DEFECT NARRATIVE: (PER DLSC-L MESSAGE
22 SEP 99, SUBJECT NSN PRESENTS A
SAFETY
HAZARD WHEN FIRED. EXCESSIVE
HEADSPACE GROWTH WILL RESULT IN
WEAPON DAMAGE, AND/OR SERIOUS INJURY
TO THE USERS

DEFENSE LOGISTICS AGENCY

DATA BASE QUERIES

SALD CONDITION CODE BETWEEN A AN

SITE	PRODUCT NAME	NSN
EGLIN FL	LOCK, BREECH	1005007161
LEWIS WA	" " "	" 100500716
SCOTT IL	" " "	" 10050071
BRAGG NC	" " "	" 100500716

DEFENSE LOGISTICS AGENCY

SALD PROGRAM

- THE SALD DATABASE QUERIES BY FSC AND NIIN SEARCH.
- NOTICIATION OF THE NIIN MATCH IN DAISY IDENTIFIES DEFECTIVE PROPERTY.
- SALD CODE INDICATOR ALERTS THE FIELD ACTIVITIES OF ALERT MESSAGE.

DEFENSE LOGISTICS AGENCY

SALD DEFECT CODES

- SALD A - Return to generating activity for mutilation
- SALD B - Do not R/T/D or sell, pending results of study or manufacturer's response
- SALD C - Modification kits or replacement parts are available
- SALD D - Manufacturer will repair without cost to the customer
- SALD E - Downgrade to scrap
- SALD F - Item should be tested or inspected before use
- SALD G - Change operating procedures before use

DEFENSE LOGISTICS AGENCY

SALD PROGRAM

SALD Alert

VIA E-MAIL
GIDEP
PQDR

SALD Program Manager

PROCESS THE ALERT
DATA BASE QUERIES
NOTIFY FIELD
ACTIVITIES
FREEZE

Field Activities

IDENTIFY
TAG/FREEZE
DISPOSED

DRMO Self-Assessme

PROGRAM
VERIFICATIO
N

DEFENSE LOGISTICS AGENCY

SALD PROGRAM

- FUTURE IMPROVEMENTS IN THE DRMS' WEB-SITE WILL ENHANCE THE SALD PROGRAM FOR THE FIELD ACTIVITIVES.

- THE SALD PROGRAM IS A PIVOTAL ALERT SYSTEM USED BY OUR FIELD ACTIVITIES TO INSURE DEFECTIVE, OR NON-CONFORMING ITEMS ARE IDENTIFIED, PROPERLY HANDLED, AND DISPOSED OF ACCORDINGLY.

Total Quality Cost Model

Information Briefing

For

DLA Quality Day

May 24, 2000

DEFENSE LOGISTICS AGENCY

Outline

- *Background*
- *Decision Required*
- *Product Conformance Metric*
- *TQC Model*
  - *What Is It?*
  - *What Does It Do?*
  - *Cost Categories*
  - *Why Should We Use It?*
- *Value Added To DLSC*
- *Report Format*
- *What Will It Cost?*
- *Deployment Timeline*
- *Current Status*

DEFENSE LOGISTICS AGENCY

Background

- *Satisfies DLA-D's performance contract commitment*
- *Improves quality assurance metric as required by DLSC-D*

DEFENSE LOGISTICS AGENCY

Recommended Decision

DLSC-L and DLSC-B approve and fund the attached task order as a priority one to ensure compliance with the DoD performance contract.

Current Metric

Product conformance:

- Random sample of depot inventory
- Products tested or visually inspected
- Failure = critical or major nonconformance to spec
- Target conformance 95.5% - increasing by increments of 0.5%
- Increase in goal mandates increase in precision, sample size, and cost

DEFENSE LOGISTICS AGENCY

What Is TQC Model?

An accounting system which measures the operational cost & effectiveness of a firm's total quality assurance system, and serves as the foundation of quality systems economics.

DEFENSE LOGISTICS AGENCY

What Does It Do?

- *Measures a firm's investment in preventive activities to preclude operational failure costs.*
- *Measures a firm's investment in appraisal of existing business processes and outputs.*
- *Measures operational failure costs.*
- *Identifies cost improvement opportunities*

Examples of Cost Categories

- ***Prevention:***
  - *Qualification of Suppliers*
  - *Development of QA Contractual Provisions*
  - *First Article Tests & Preacceptance Testing*
- ***Appraisal:***
  - *Receipt Inspection*
  - *Targeted Testing of High Risk Items*
  - *Random Testing of Inventory*
- ***Failure:***
  - *PQDR Processing*
  - *Materiel Handling*
  - *Reprocurement*
  - *Contract Recoupment*

DEFENSE LOGISTICS AGENCY

Why Should We Use It?

- *Develop cost effective investment strategies for business process improvements*
- *Reduce operational failure costs and improve customer responsiveness*
- *Optimize resource utilization*
- *Implement an effective cost accounting system*
- *Improve performance contract metric*
- *Aid in business strategy and shift to commercial practices planning*

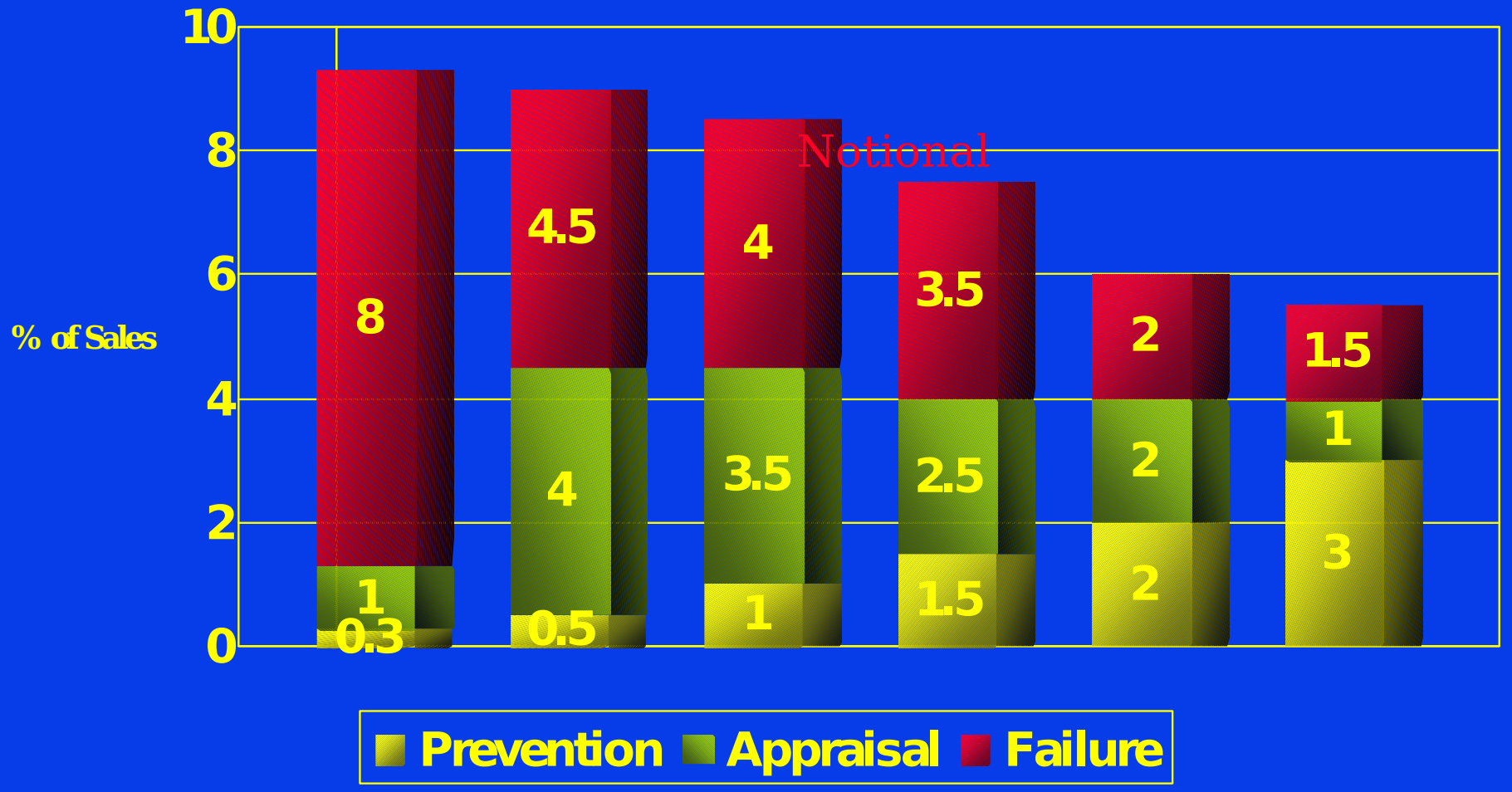
DEFENSE LOGISTICS AGENCY

Value Added to DLSC

- ***Measurement Tool*** *- provides comparative measurements for evaluating quality programs versus the value of results achieved.*
- ***Process Analysis*** *- costs broken down by product lines or segments of a process flow pinpoints major problem areas.*
- ***Budgeting Tool*** *- analysis of costs provides a basis for specific courses of action.*
- ***Programming Tool*** *- quality costs are a guide to budgeting necessary expenditures for accomplishing desired improvement goals.*
- ***Predictive Tool****- produces valid cost estimates in obtaining required supply availability and customer satisfaction levels.*

DEFENSE LOGISTICS AGENCY

Total Quality Costs



DEFENSE LOGISTICS AGENCY

What Will It Cost?

- *DORRA is subcontracting to Logistics Management Institute*
- *Model development and deployment is $ 657K*
- *Phase II is estimated at $200K*

DEFENSE LOGISTICS AGENCY

How Long To Deployment ?

3rd Qtr. *Model Requirements & Development Plan*
Prototype Development
Decision Support Tools

4th Qtr. *Prototype Deployment*

FY 01 *Prototype Testing & Model Refinement*

FY 02 *Replace Product Conformance in Performance Contract*

Current Status

- *Study Plan developed and approved*
- *LMI provided information briefing to DLA Test Program Managers*
- *Site visits conducted to all ICPs & DORRA*
- *Continue to identify applicable data sources*